RE: Service Disruptions at Major Events

Fellow Board Members,

Over the past few weeks, RTD has repeatedly fallen short during major events—most recently this weekend, when Union Station was shut down and riders heading to the No Kings protest were dropped off far from their destinations without warning or alternatives. There have also been service disruptions at the Coldplay concert and Nuggets playoff game discussed at our previous meetings.

These weren't surprise disruptions; we knew these events were coming. And while some of our behind-the-scenes response was impressive logistically, the experience for riders was unacceptable.

Major events are a challenge for every agency. The question is how we bridge the gap between our current ability to provide service and the public's expectations of us.

I'll be raising this for discussion at the Executive Committee meeting tomorrow so we can begin identifying next steps as a board. Whether that means adjusting our policies, reallocating resources, or clarifying our communications, I believe we can fix this—but we have to act.

-Chris